U.S. House of Representatives
Request for Information
HIR08082011

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I. Introduction and Purpose of Request For Information

The United States House of Representatives ("the House") plans to migrate their existing communications infrastructure to a platform that will enable them to leverage Unified Communications (UC) user and business process tools to improve communications and increase productivity. At this time, the House is interested in a premise-based solution, rather than a Unified Communications as a Service (UCaaS) solution.

The first phase of the migration plan is to replace the current voice communications system with a Voice over Internet Protocol (VoIP)-based system. The purpose of this Request for Information (RFI) is to gather information about the various VoIP systems currently available. The information gathered will enable the House to assess whether migration from its current system to a new system is warranted at this time.

The House will review the written responses to this RFI, and **may** elect to invite Respondents to give oral presentations to a review committee. The House may use the information gathered during this process in the development of a Request for Proposal (RFP).

In addition to the information specifically requested, Respondents are encouraged to provide any additional information about their system that may help the House better understand the system's capabilities and real-world applications for their technology.

II. BACKGROUND

The House, as a result of reforms mandated by the 104th Congress, has created a centralized organization that provides all support functions for the House. This organization, the Office of the Chief Administrative Officer (CAO), has elements that support the budget, finance, procurement, facilities, and information technology (IT) needs of the House and all of its components. The CAO's House Information Resources (HIR) department maintains and administers a campus-wide voice and data communications network infrastructure in the Nation's Capital that spans various multilevel facilities in excess of 6.5 million square feet of office space, including a significant portion of the U.S. Capitol and the Capitol Visitors' Center.

HIR also provides support to the Members of Congress' District Offices, which are located throughout the United States and its territories: Puerto Rico, Guam, the Virgin Islands, the Commonwealth of the Northern Mariana Islands, Washington, DC, and American Samoa. There are approximately 850 District Offices and each typically has between 2 and 12 telephones on a standalone system, and a local phone number.

The voice communications infrastructure delivers telephone, voice messaging, automatic call distribution (inbound and outbound), integrated voice response and other voice services to Members of the House and their staffs. To provide these services, HIR has deployed Avaya G650 switches. HIR administers a single dialing plan for all its locations consisting of 30,000 numbers.

In addition to a desk phone, each Member of the House as well as key staff are issued BlackBerry devices or another type of Smartphone (approximately 10,000) of their choosing, the service for which is provided by multiple carriers. The desk phones utilized by Members and their staffs are primarily digital. However, approximately 100 VoIP phones have been deployed as part of various trials. There are also approximately 4,000 analog stations, which are primarily fax lines, and approximately 6,000 ISDN stations on the current Avaya system.

On average, 3.7 million outside calls are made and received each month. However, during busy months, the total number of calls could exceed 18.5 million.

The data network infrastructure currently is completely separate from the voice infrastructure; though the House is open to the idea of converging the two networks.

The House has standardized on a single e-mail platform: Microsoft Exchange Server 2007.

III. Description of Information Required

A. Company Background

1. Respondents shall provide the name, email address and telephone number for the person the House should contact regarding the company's response to this RFI.
2. Describe the firm's lines of business, vertical markets served, geographic markets served, the firm's size in terms of number of employees and annual revenue, and provide proof of the firm's financial stability.
3. Describe the firm's corporate strategy for delivering open systems and UC applications to the marketplace.
4. Describe the company's UC product line.
5. Describe the nature and length of any partnerships/agreements the firm has with other equipment and service providers
6. Describe the firm's "go to market" strategy (*e.g. direct vs. resellers)* and, if systems are sold through resellers, identify three resellers in the Washington, DC area that are in good standing with the manufacturer.
7. Provide at least one (1) case study for a completed project of similar size and scope to the House's. The case study should include a description of the client's environment prior to implementation, the system configuration provided by the Respondent, a list of features and applications included in the configuration, the total cost of the system provided by the Respondent, and the schedule for implementation.

B. System Architecture

1. Clearly identify the trade name of the solution the Respondent would recommend for the House.
2. Identify the standards with which the recommended solution complies (*e.g. IETF RFC 3261 (SIP), H.323, IPv6, etc.*).
    a. Describe the product's support for SIP trunking and SIP endpoints, identify SIP endpoints and trunks that have been certified to work with the system and describe the process for qualifying additional third-party equipment.
3. Describe all of the hardware and software components of the Respondent's recommended communications system, including all system components *(e.g. call server, signaling server, gateways, etc.)* on Capitol Hill and at a District Office. Include a system-level diagram showing how the components are integrated.
    a. Clearly identify any proprietary components.
    b. What components, if any, must be provided by the House?
    c. May the House provide the server hardware required? If so, describe the preferred server configuration(s).

d. Can the solution's servers be virtualized? If so, which servers? Describe how this would be accomplished.

e. If the House were to decide to replace the current data network infrastructure at the same time the VoIP system is implemented, what data networking devices (state the manufacturer and product) would be recommended and why? Do the recommended devices support PoE and PoE Plus?

4. Define the minimum cabling requirements to support end devices.

5. Define the minimum cabling requirements to support connectivity between system components.

6. Describe in detail the level of interoperability proven between the Respondent's system and other vendors' systems and UC applications, in particular Avaya and Cisco.

   a. Can the Respondent's VoIP system be integrated with another vendor's Contact Center solution? If so, with what other vendors' solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's Contact Center solution.

   b. Can the Respondent's VoIP system be integrated with another vendor's Collaboration solution? If so, with what other vendors' solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's Collaboration solution.

   c. Can the Respondent's VoIP system be integrated with another vendor's Presence solution? If so, with what other vendors' solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's Presence solution.

   d. Can the Respondent's VoIP system be integrated with another vendor's Mobility solution? If so, with what other vendors' solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's Mobility solution.

   e. Can the Respondent's VoIP system be integrated with another vendor's Unified Communications solution? If so, with what other vendors' solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's Unified Communications solution.

7. Describe how the Respondent's system could be configured to achieve 99.999% availability in both centralized and distributed configurations.

   a. What redundancy options exist for each component of the recommended system?

   b. Clearly describe the failover procedures for all redundant components. Include in the description the length of any service interruption during failover, whether any calls would be dropped, if any manual intervention is

required, and how the system is restored to normal operation after repairs are completed.

c. If configured for 99.999% availability, clearly describe all scenarios that would result in an interruption to service.

8. Describe the options that exist within the Respondent's solution for District Office survivability.

   a. Assuming there is a WAN failure between Capitol Hill and a District Office, describe the potential options that the House may consider and their inherent value. Include an overview of operational and functional differences from a normal, fully operational network.

9. Describe how the Respondent's solution will scale to accommodate future growth.

   a. What is the maximum number of VLANs supported?

   b. What is the maximum number of trunks supported?

   c. What is the maximum number of end points supported?

10. Describe licensing structure for all components of the Respondent's solution.

11. Describe the impact the communications system has on the environment and climate change, including reducing greenhouse gases (*e.g. ISO certification, supply chain, hazardous materials, recycled materials*).

    a. Define the power requirements for the system.

    b. Define the power requirements for the handsets.

    c. Define the cooling requirements for the system.

    d. Describe the recommended battery backup (*i.e. UPS*) configuration for the system.

    e. Describe any energy saving features of the system and/or the system's components (*e.g. hibernate mode, automatic shutdown, etc.*).

12. Does the Respondent offer a trade-in program for the old equipment that would offer the House a discount on the purchase of new equipment?

C. System Features Required at Start-Up

1. Provide a list of all available features of the system. Clearly identify which features are supported through SIP.

2. **E911 –** Currently, when "911" is dialed from a House phone, the call is routed to the United States Capitol Police (USCP) on the Senate's voice communications system.

   a. What role, if any, will the House have in establishing and maintaining E911 service for each of its locations?

   b. How are station relocations reported to the E911 provider?

c. Describe how this information is dynamically or manually synchronized with the Public Safety Answering Point's (PSAP) E911 database?

d. What information can be provided to the USCP if 911 is dialed from a House telephone?

e. How does the system address transient and virtual office users?

f. Describe all circumstances under which E911 reporting is unavailable to a system user?

3. **Contact Center –** The House currently has four (4) independently operated inbound Automatic Call Distributor (ACD)-based call centers, each with approximately eight (8) agents.

a. Describe the architecture of the solution, including all hardware and software components.

b. Describe the licensing structure of the solution.

c. List and describe the core features included in the Respondent's Contact Center solution including, but not limited to the following:

i. Does the Contact Center solution support VoIP?

ii. Does the Contact Center solution support SIP endpoints? SIP trunks?

iii. What factors/criteria can be used to control call routing (*e.g. voice response, touch tone entry by caller, ANI, agent skill sets, DNIS, etc.*)?

iv. Does the ACD system support voice recognition as well as touch tone entry of information for call routing purposes?

v. Can calls be dragged and dropped between queues?

vi. Can waiting calls be escalated within a queue?

vii. What is the maximum number of ACD agents supported?

viii. What is the maximum number of ACD queues/paths supported?

ix. What is the maximum number of ACD Skills Groups supported?

x. Can an agent belong to more than one ACD queue?

xi. Can an agent be logged into more than one ACD queue with the same agent ID? If so, how many ACD queues?

xii. Can agents be logged in remotely across the LAN/WAN/Internet (*e.g. remote office, home office, disaster recovery bunker*)?

xiii. Describe the agent "modes" (*e.g., available, work, etc.*) defined within the system.

xiv. Recording

(a) Describe how inbound and outbound calls can be recorded.

(b) Describe how ACD agent calls from their phone device (station side) can be recorded.

(c) Describe how ACD agent calls from the trunk (trunk side) can be recorded.

(d) Describe how the ACD agents' PC screen captures can be combined with the recorded customer conversation.

xv. Describe how supervisors can monitor agent calls for quality and training purposes.

xvi. Describe how and when the system can provide recorded announcements to callers. What is the maximum number of recorded announcements available within any queue, and/or Contact Center system?

xvii. After a configurable amount of time, can the caller transfer to a voice messaging system to leave a callback message? If so, describe the level of integration required between the Contact Center and the Voice Messaging System (VMS)? Is the VMS integral to the Contact Center or can it be a separate VMS?

xviii. Describe how the Contact Center solution provides unified queuing for all media types (*e.g. e-mail, fax, Web chat, voice, SMS, EDI, and task*). Which vendors' systems can the Contact Center solution be integrated with?

xix. Can a customer request a voice callback through the corporate website? If so, describe how the caller's call-back number would be added to the outbound calling queue.

xx. Can the Contact Center solution be integrated with Microsoft's Active Directory?

xxi. Does the system support SNMP alerting?

d. Is the ACD functionality integral to the telephony server or is it a separate application on a separate server, external to the telephony server?

e. Can the Respondent's Contact Center solution be integrated with another vendor's VoIP telephony system? If so, with what other vendors' systems?

f. Can the Respondent's Contact Center solution be integrated with a Customer Relationship Management (CRM) system? If so, which CRM systems?

g. Can the Respondent's Contact Center solution be integrated with a Enterprise Resource Planning (ERP) system? If so, which ERP systems?

h. Does the system support:

i. Computer Telephony Integration (CTI)? If so, describe how CTI would be accomplished to enable screen pops based on caller ID information pulled from an Oracle database.

ii. Screen-pop integration with CRM/ERP?

iii. Click-to-dial integration with CRM/ERP?

iv. Call recording integration with CRM/ERP?

i. What additional modules are available with an additional license or at an additional cost?

j. Describe the licensing structure of the Contact Center application.

k. How often are new releases, service packs or patches available for the Contact Center solution?

l. Describe the typical upgrade scenario for the Contact Center solution. Clearly articulate if service is interrupted during the upgrade process.

m. Provide cut sheets for all supported agent handsets and soft clients.

n. Reporting

i. List the available reports included with the solution, by title, with a brief description of each report.

ii. Can the reporting system generate reports in Microsoft Excel and Adobe PDF file formats?

iii. Can the House create its own reports within the system? If so, what report writing software is required (*e.g. Crystal Reports*)?

iv. Can reports be automatically generated based on a pre-defined schedule?

v. Can reports be automatically distributed via email based on a pre-defined schedule? If so, what is needed to integrate the reporting system with the email system?

vi. Does the solution support staff level forecasting? If so, describe how this feature works.

vii. Can the reporting solution access the core database so we can run our own business intelligence reporting from Microsoft SQL Reporting Services?

o. Administration

i. Describe the separation of duties between system administrators and call center supervisors within the administrative tools of the contact center solution

4. **Auto Attendant (AA) –** The House currently has more than 100 auto attendants configured in the Avaya system; most are multi-level (nested).

a. Is the AA functionality part of the Contact Center or integral to the telephony system?

b. What is the maximum number of independent auto attendant trees supported by the system?

c. Can AAs be activated based on pre-defined schedules (*e.g. time of day, day of week, holiday*s)?

5. **Integrated Voice Response (IVR) –**

   a. Is IVR functionality integral to the Contact Center solution?

6. **Voice Messaging (VM) –** The House currently utilizes a single Avaya Audix system with more than 11,000 active voice messaging mailboxes.

   a. Describe the architecture of the Respondent's VM system, including hardware and software required.

   b. Describe how the VM system is integrated with the telephony system.

   c. What is the maximum number of mailboxes per VM system?

   d. Describe the licensing structure for the VM solution.

7. **Unified Messaging (UM) –** The House defines "UM" as a suite of software solutions that enable a variety of messaging functions (*e.g. voice mail, fax retrieval, text-to-speech playback, delivery of a voice message to an email inbox, etc.*).

   a. Describe the architecture of the Respondent's UM system, including hardware and software required.

   b. Describe the licensing structure of the solution.

   c. What is the guaranteed availability of UM solution? How can the reliability and resiliency of the UM system be improved?

   d. Describe how the solution integrates with the email, VM and fax messaging systems. Clearly identify which email, voice messaging and fax systems can be integrated under the Respondent's UM umbrella.

   e. Describe system and mailbox level features included in UM solution.

   f. Describe the licensing structure for the UM solution.

   g. What file formats are supported?

   h. Where are voice messages stored in the UM solution?

8. **Automatic Route Selection (ARS)**

9. **Paging –** The House currently has 5 separate overhead paging systems, in addition to paging capability through the phones.

   a. How many independent, overhead zones are supported?

   b. Describe how paging through the speakers on the phone can be done.

10. **Music on Hold (MOH)**

    a. What is the maximum number of MOH sources that the system can have?

    b. To what level can MOH sources be assigned within the system? For instance, can a MOH source be assigned at the user level?

c. Describe how pre-recorded announcements could be used as a MOH source.

11. **Endpoint devices**

    a. Provide a cut sheet (or equivalent information) for each supported desktop telephones.

    b. Provide a cut sheet (or equivalent information) for all supported wireless handsets.

    c. Provide a cut sheet (or equivalent information) for all supported soft clients.

    d. Provide cut sheets for all supported desktop accessories (*e.g. headsets*).

    e. How are analog devices, including modems, fax machines and telephones supported on the recommended system? Is there a maximum number of analog devices that can be supported?

    f. List all of the Avaya digital telephones that are supported on the Respondent's system.

    g. List all of the Avaya ISDN telephones supported on the Respondent's system.

12. **Call accounting –** currently the call data records (CDRs) are saved in a flat (ASCII) file. This file is then imported into the House's Symphony Expense Management System (EMS) for processing and invoice generation.

    a. In what formats can the CDRs be saved?

    b. With what accounting applications can the solution be integrated?

D. UC Applications for Future Deployment

1. **Collaboration –** The House defines "Collaboration" as software that facilitates information sharing, and voice and video conferencing among work groups. The House currently owns a 270 port, Avaya audio conference bridge and buys services from Verizon to support larger conferences.

    a. Describe the architecture of the Respondent's Collaboration solution, including hardware and software required.

    b. Describe the licensing structure of the solution.

    c. Can the Respondent's Collaboration solution be integrated with a different vendor's telephony solution? If so, with what vendors' telephony solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's telephony solution.

    d. What is the guaranteed availability of the Collaboration solution? How can the reliability and resiliency of the system be improved?

    e. What is the maximum number of hosts that can be defined within the system?

    f. Describe the solution's audio conferencing features including, but not limited to the following:

i. What is the maximum number of simultaneous audio conferences supported by the Respondent's system?

ii. What is the maximum number of participants per audio conference?

iii. Describe how an authorized user would hold an ad-hoc audio conference.

iv. Describe how an authorized user would schedule an audio conference.

v. Describe how an audio conference could be recorded and how participants would be made aware that the conference was being recorded.

g. Describe the solution's web conferencing features including, but not limited to the following:

i. What is the maximum number of participants per conference?

ii. Describe how an authorized user would hold an ad-hoc conference.

iii. Describe how an authorized user would schedule a conference.

iv. Describe how a conference could be recorded and how participants would be made aware that the conference was being recorded.

v. Does the solution include support for high definition video? If so, describe:

(a) any additional hardware and software requirements;

(b) bandwidth requirements;

(c) limitations on the number of concurrent conferences;

(d) limitations on the number of participants per conference; and

(e) any unique environmental requirements for conference room.

h. How does the collaboration solution address security (*e.g. ensuring no unauthorized users can join a conference*)?

i. With what third-party applications does the audio, video and web based solution integrate?

2. **Presence –** The House defines "Presence" as the ability to proactively verify someone's availability prior to initiating contact.

a. Describe the architecture of the Respondent's Presence solution, including hardware and software required.

b. Describe the licensing structure of the solution.

c. Can the Respondent's Presence solution be integrated with a different vendor's telephony solution? If so, with what vendors' telephony solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's telephony solution.

d. Does the solution offer an embedded presence engine or leverage a third-party engine to offer Presence?

e. Does the solution provide a Presence indication for all users across the enterprise?

f. Is a specific UC client required?

g. Can a user manually change or customize their presence status? Describe how this can be done when the user is in the office and when the user is off-site.

h. Can another user change someone's Presence status? For instance, can a manager change an employee's Presence status if the employee calls in sick?

i. Does a user's Presence indicate he is on a call even if he answered the call with a secondary or "twinned" device (*i.e. cell phone*)?

j. Describe how a user can change call routing based upon presence status changes (for any reason).

k. Does the Presence engine integrate with automatic call distribution (ACD) or contact center applications?

l. Describe all other applications that the Presence solution integrates with.

m. Can the Presence solution define presence based on a user's physical location? If yes, describe how this works.

n. Does the Presence solution provide calendar integration, and automatically update presence based upon the calendar schedule?

3. **Mobility –** The House defines "Mobility" as the ability of user to work seamlessly whether in or out of the office using the handheld or desktop device of their choosing.

a. Describe the architecture of the Respondent's Mobility solution, including hardware and software required.

b. Describe the licensing structure of the solution.

c. Can the Mobility solution be integrated with a different vendor's telephony system? If so, with what vendors' telephony solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's telephony solution.

d. Can the Mobility solution enable seamless handoff and pickup of calls between wired telephony networks, in-building wireless networks, and mobile communications devices and networks?

e. Explain how the solution supports single number portability (*i.e. being reachable through one number and able to place calls using the same number – no matter what the location*).

f. How does the solution direct incoming calls to multiple devices that are internal or external to the Mobility solution.

g. Describe how the solution originates calls from an external device, such as a mobile phone, through the solution to present a single number to external customers.

h. Describe how PBX features are extended to a mobile device or any external line, including any existing extensions which will remain on our existing legacy PBX?

i. Define the mobile operating systems supported (*e.g. BlackBerry, Android, Apple iOS)* and the level of functionality provided with each.

j. Describe support for GPS location-based call routing.

k. Describe how the solution supports Wi-Fi VoIP and what additional equipment, if any, is required.

4. **Teleworking –** The House defines Teleworking as the ability to work from a location that is remote from a user's primary office, but still have all of the communications functionality that the user would have if in the primary office.

   a. Describe the architecture for teleworking across the Internet, including all hardware and software components.

   b. Describe the licensing structure of the solution.

   c. Describe the resiliency and survivability capabilities for the teleworking solution.

   d. Can the Teleworking solution be integrated with a different vendor's telephony system? If so, with what vendors' telephony solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's telephony solution.

   e. What is the maximum number of teleworkers that can be supported?

   f. How does the solution securely extend corporate voice services to a teleworker who might be working from home or a District Office?

   g. What additional hardware, software and network services (*e.g. VPN*) are required to enable a remote worker's phone to connect to the office telephony system?

   h. On which IP handsets is the teleworker solution available?

   i. Does the solution support soft phone services? If so, describe.

   j. How does the teleworking solution guarantee voice quality on calls made across the Internet?

   k. Describe E-911 support for your teleworking solution.

5. **Unified Communications (UC) –** The House defines UC as a presence-enabled system that integrates voice, e-mail, chat and instant messaging.

a. Describe the architecture for the UC solution, including all hardware and software components.

b. Describe the licensing structure of the solution.

c. Can the UC solution be integrated with a different vendor's telephony system? If so, with what vendors' telephony solutions? Fully describe any limitations or lost functionality resulting from integration with a different vendor's telephony solution.

d. With what other messaging platforms can the UC solution be integrated?

e. Identify third-party applications that integrate with the standard UC client.

f. What is the maximum number of UC clients supported?

g. Are mobile UC clients supported? If so, which mobile operating systems are supported? Explain any differences in functionality between your mobile UC client and your desktop UC client.

h. Describe how the UC client enables a seamless "handoff" from desktop phone or client to mobile phone or client?

i. Describe how the UC solution and UC client integrates with system-level directories such as Active Directory and Lightweight Directory Access Protocol (LDAP).

j. Does the UC application offer an open API/SDK for custom integration?

k. How does the solution handle call logging when the UC client is not active?

l. Describe the key features of the IM solution, including but not limited to the following:

i. Multi-user chatting support.

ii. The ability to "push" files or documents to other users.

iii. Coordinating with other modes of communication.

iv. Providing secure chat logs, including their location.

m. Does the IM solution require a third-party application?

E. Security

1. Describe how the Respondent's system will authenticate users.

2. How will the Respondent's system manage the interface between the House's internal network and the outside world to enable mobility and other features, while ensuring that no unauthorized user is able to gain access?

3. How will the Respondent's system integrate with existing network security devices such as the House's SecureLogic firewall and proxy servers?

4. What method of encryption is used by the Respondent's system? What information is encrypted? With which government security guidelines does the Respondent's system comply?

F. Implementation Approach

1. How could the House implement a new system in phases without disrupting service and maintaining the same dialing plan?
2. Describe how the new and old systems would inter-operate during a phased transition.
3. Describe at least one (1) approach to successfully training the House's end users.
4. Describe at least one (1) approach to successfully training the House's system administrators.
5. Describe the key elements of testing and systems acceptance plan.
6. Describe how the current equipment could be disposed of / recycled.
7. How long should the House expect the implementation of a new VoIP system to take? Provide a high level Gantt chart including, but not limited to the following tasks.
    a. Equipment ordering lead time
    b. Station review and design process
    c. System programming process
    d. Implementation
    e. Testing
    f. Training

G. System Administration

1. Describe the Move, Add, Change (MAC) process for moving a VoIP telephone.
2. What features can be programmed by the end user? Described how the end user would complete the programming.

H. Service and Support

1. Define the Mean Time Between Failures (MTBF) of all components listed under system architecture
2. Describe the system's warranty options.
3. Describe the Respondent's support organization's structure, specifically noting their presence in Washington, DC, the Respondent's ability to provide on-site techs on Capitol Hill and the Respondent's ability to support the District Offices.
4. Describe the trouble resolution process from reporting a problem through resolution, including response times and notifications/updates that would be provided to the House.
5. Describe the approach to scheduled and preventative maintenance.

6. Describe the software and system upgrade approach, frequency and cost, including the approximate number of software upgrades and patches released each year and any impact they have on the availability of the system.
7. Describe the process for completing moves, adds, changes, including response times.
8. Describe the spare parts strategy.
9. Provide samples of system documentation that would be maintained by the Respondent's technicians.
10. Provide samples of system performance reports that are included with the system and define how often these reports would be delivered to the House.
11. Does your solution include an Enterprise Management server? If so,
    a. Describe the hardware and software needed?
    b. Can the server be virtualized?
    c. Describe the tools required to proactively monitor and ensure network health and performance to facilitate the telephony services on the network, and analyze and report system faults.
    d. Does your Enterprise Management solution support centralized scheduled upgrades? If so:
        i. Describe the steps required to upgrade the proposed voice solution to the latest software release.
        ii. Do upgrades require down time?
        iii. Can upgrades be performed remotely?
        iv. Describe how the system could be reverted to a prior load, if an upgrade were to fail.
    e. Describe how failures affect the Enterprise Management Server, including:
        i. Server database corruption on the voice network component's database(s) and recovery management server failure for network administration.
        ii. Management server failure for call routing.
        iii. Management server failure for end user capabilities.
    f. Does a network of multiple central or distributed systems require the voice management application or is it optional?
    g. Describe how the solution supports system and user provisioning, including:
        i. Single point provisioning.
        ii. Integration with Microsoft Active Directory.
        iii. Which AD schema versions are supported?
        iv. Are multiple domains supported?

v. Is LDAP Data Interchange Format supported?

h. Discuss system interoperability with other commercial, off-the-shelf system management platforms. This includes the ability to generate intelligent trap messages that can be forwarded to other event management systems installed in the work, send to email, pager gateways, etc.

I. Business Case

Critical to the House's decision on whether to replace their current voice communications system with a VoIP system and implement UC applications is the House's ability to justify the expense. Therefore, based on the experienced gained with other customers, Respondents shall provide a narrative response to the following questions.

1. Why should the House implement the Respondent's VoIP solution?
2. What makes the Respondent's system different from competitors?
3. What are the pros and cons of converging the House's voice and data networks?
4. How can UC applications address disaster recovery and business continuity concerns?
5. Given what the Respondent knows about the House, what elements would the Respondent include in a business case to justify transitioning to a VoIP telephony system that is UC applications enabled at this time?

IV. DISCLAIMER

This RFI is issued solely for information and planning purposes and does not constitute a solicitation. Responses to this notice are not offers and cannot be accepted by the House to form a binding contract. Respondents are solely responsible for all expenses associated with responding to this RFI. Respondents needing confidential treatment for any proprietary information they furnish must comply with the SEC's confidential treatment regulations at 17 C.F.R. 200.83. Responses to this RFI will not be returned. Respondents will not be notified of the result of the review.

V. How to Respond

Please submit your response to this RFI via email to: NUCProcurement@mail.house.gov by August 31, 2011.

The responses shall be limited to 45 pages. Additional information may be submitted in attachments, but the response email should contain no more than one zipped file.

Responses shall follow the same numbering scheme as defined in Section III of this RFI, and all numbered items in Section III of this RFI shall be addressed in the Responses.

Your interest in the House is appreciated.